



## Cow Creek Government Office

### Lead Pharmacy Technician

Job Code: 2803  
Department: Cow Creek Health and Wellness  
Location: Roseburg, OR.  
Minimum Wage: \$27.76

#### POSITION PURPOSE:

Under the direct supervision of the Pharmacy Manager, the Pharmacy Technician **Lead** will assist the Pharmacist in the provision of quality pharmaceutical care to all Tribal members, Native Americans, and non-native patients of the Health and Wellness Center

#### ESSENTIAL FUNCTIONS:

- Enter and process patient and prescription information into pharmacy software system, including but not limited to, drug, dosage, directions, allergies and patient demographics.
- Validate patient eligibility for services and program for which eligible.
- Process, submit, and problem solve as necessary, prescription orders for third party payment.
- Process and submit prior authorizations for payment as necessary.
- Accurately and efficiently assist in preparing prescription orders (counting and labeling) for Pharmacist review.
- Work collaboratively with administration to maximize tribal resources.
- Contact prescribers for refill authorizations.
- Communicate with patients, in person and via telephone, on a regular basis regarding the status of their prescription order and other information as requested.
- Places orders for drugs and supplies.
- Prepare completed prescriptions for mail order/delivery.
- Assist Pharmacy Clerk as needed and perform clerk duties in their absence.
- Operate and answer telephone and receive incoming messages as necessary.
- Assist with annual physical inventory of pharmacy.
- Participate in quality assurance/improvement projects as assigned.
- Operates cash register and processes credit card payments.
- Primary trainer for Pharmacy Technicians with assistance from the Pharmacy Manager
- Perform other duties, as assigned.

## REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

Individuals must possess the following knowledge, skills and abilities or be able to explain and demonstrate that they can perform the essential functions of the job, with or without reasonable accommodation, using some other combination of skills and abilities.

- Knowledge of standard pharmacy technician practices and regulations related to the delivery of pharmaceutical care as set forth by The Oregon Board of Pharmacy, Federal guidelines and Indian Health Service.
- Knowledge of retail and mail order pharmacy business.
- Knowledge of Pharmacy Benefit Manager and Third-Party Billing.
- Excellent oral and written communication skills. Ability to consistently convey a pleasant and helpful attitude by using excellent interpersonal and communication skills to control sometimes stressful and emotional situations.
- Ability to operate a pharmacy software system, electronic health records system and/or electronic patient management system.
- Ability to learn and operate various wholesaler ordering platforms.
- Ability to operate various small electronic equipment (i.e.: cash register, postage meter)
- Ability to foster an inclusive workplace where diversity and individual differences are valued and leveraged to achieve the vision and mission of the Coquille Indian Tribe.
- Possess awareness and sensitivity of Indian traditions, customs, and socioeconomic needs and ability to work effectively with diverse cultures.
- Knowledge of regulations on the confidentiality of medical records (HIPAA).
- Ability to maintain professionalism, confidentiality, and objectivity under constant pressure and crisis situations. A breach of confidentiality or fraud is grounds for immediate dismissal.
- Ability to make decisions independently in accordance with established policy and procedures.
- Be computer literate. Exhibit a level of computer literacy sufficient to use software such as word processing, spreadsheets, and databases to produce correspondence, documents, and reports.
- Knowledge of medical terminology.

## QUALIFICATIONS:

- Certified Pharmacy Technician License and Oregon Board of Pharmacy registration required.
- Three years previous experience as a pharmacy technician required.
- Knowledge of 340b and FSS programs preferred.
- Computer experience and knowledge of Microsoft Office Suite (Word, Outlook, etc.) required.

- Multi-line phone experience preferred.
- Demonstrated excellent verbal communication skills and a positive attitude.
- Ability to work with a wide variety of people.
- Experience with third party billing and PBM requirements preferred.